PHILIP MORRIS USA

Information Integration for Innovation (Triple I Initiative)

RD&E Knowledge Management

May 20, 2004

PM3006514019

Source: https://www.industrydocuments.ucsf.edu/docs/ysgj0001

Business Need - Objective

- Tool for **capturing**/and **sharing** knowledge to support RD&E's role
  Storing

  - user-friendly
  - effective
  - flexible
  - comprehensive

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Source: https://www.industrydocuments.ucsf.edu/docs/ysgj0001

Where is Our Knowledge? (Examples)

Content Type	'Medium'	Source
➢data	# Paper ➢email	➢EDMS
➢ processes	➢ reports	➢ ERMS
➢ org charts	➢ publications	➢ ECMS
➢ plans	# "Electronic media" ➢ databases	➢ shared Outlook folders
➢ forms	➢ websites	➢ Intranet
➢ results, discussions, conclusions		➢ Internet •Pmusa.com •Pmusa-science.com
➢ recommendations		➢ SIRSI (Library catalog)
➢ policies & guidelines		➢Central files
➢ specs		
➢ patents		
➢ ~~intelligence~~ industry knowledge		

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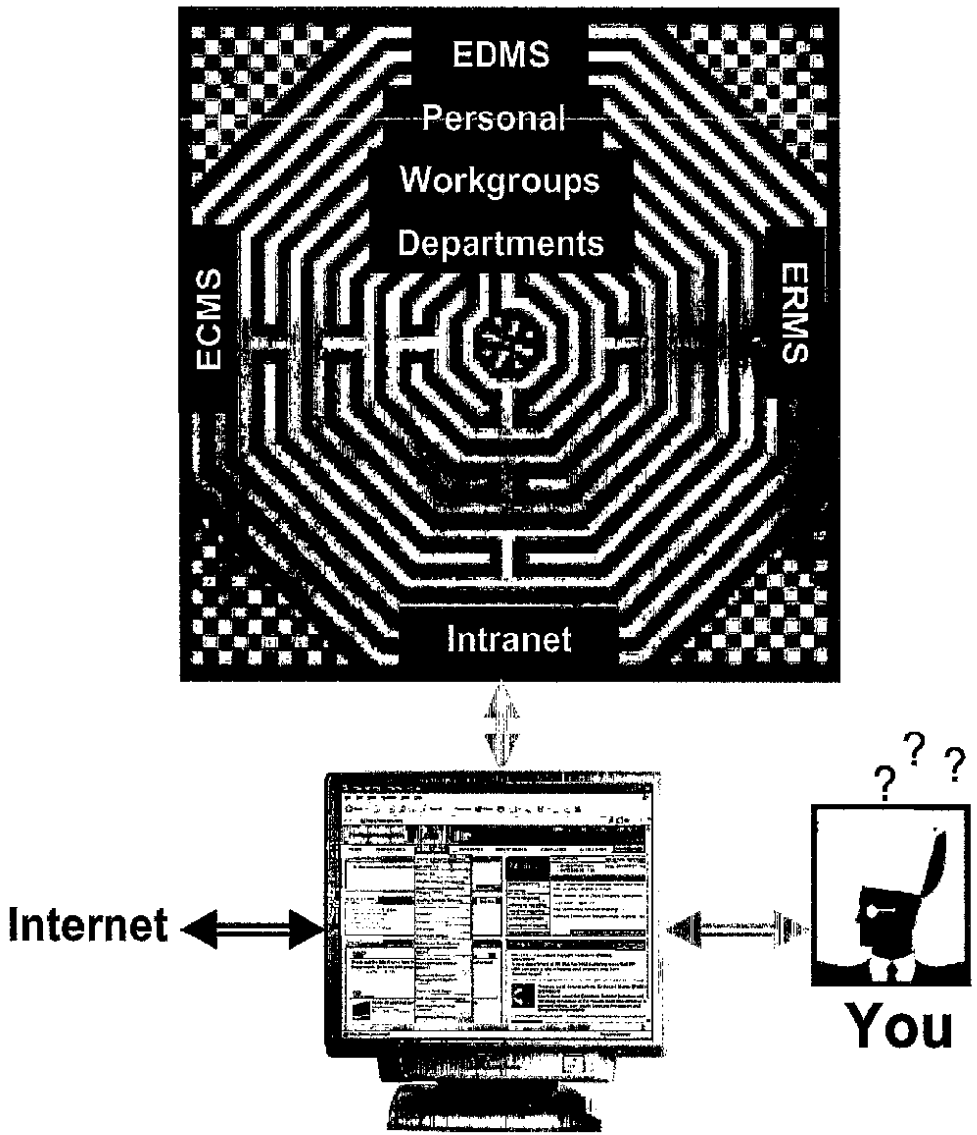
Source: https://www.industrydocuments.ucsf.edu/docs/ysgj0001

Present Status of RD&E Knowledge Management



- Present document management solution does not promote effective knowledge capture and sharing in RD&E
- Users need to store documents and search for information in multiple systems
- A lot of useful information is not stored
- A lot of stored information is not useful
- There is a lot of duplication of information
- Users find Livelink ineffective and non-user-friendly
- Information is not coordinated or managed based on RD&E role

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Current LiveLink Environments

Current environment consists of 4 different systems

System	Primary Purpose	Version	# of Users	Business Critical	System Age
ERMS	Store business documents	9.1sp3	8500	Yes	5 years
	Store enterprise primary records	9.0sp1	1500	Yes	3 years
QADB	Manage incentive items for Brand Marketing	9.1sp2	100	No	1 year
ECMS	Store all compliance-related documents/records	9.1sp3	8500	Yes	2 wks

- Landscape
  - 34 Servers; 550,000+ documents; 1 Tb storage
  - 3 different software versions - none current
  - Usage and complexity has more than doubled in the past year
  - EDMS was not designed to support the current / planned usage and growth
  - EDMS servers go off lease in June and October 2004
- Support
  - Limited technical support resources to manage and maintain environments
  - Limited internal development support expertise or resources

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Source: https://www.industrydocuments.ucsf.edu/docs/ysgj0001

Knowledge Management Initiative Objective

- The objective of this initiative is to implement a coordinated and user-accepted ** electronic document management system for RD&E by December 2004.

** Evaluated based on user survey and system usage (30% of staff in RD&E directory expected to use weekly)

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Source: https://www.industrydocuments.ucsf.edu/docs/ysgj0001

Main Functions

- Capture/documents
  - Document retention policies
  - Approval by business

- Search Function Capability
  - Permissions

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Source: https://www.industrydocuments.ucsf.edu/docs/ysgj0001

RD&E Deliverables

- **2004:**
  - **Design, structure, and basic functionality for an effective and user-accepted electronic document management system**
  - **System policies and guidelines**
  - **Limited content (e.g., current 'shared folders' for R&T, Product Assessment)**
  - **Limited integration of search function**
  - **Limited speed and capacity**

2005:

  - **Full speed and capacity for RD&E**
  - **Increased integration of search function**
  - **Extended content**

- **2006:**
  - **Full integration and capture of content**

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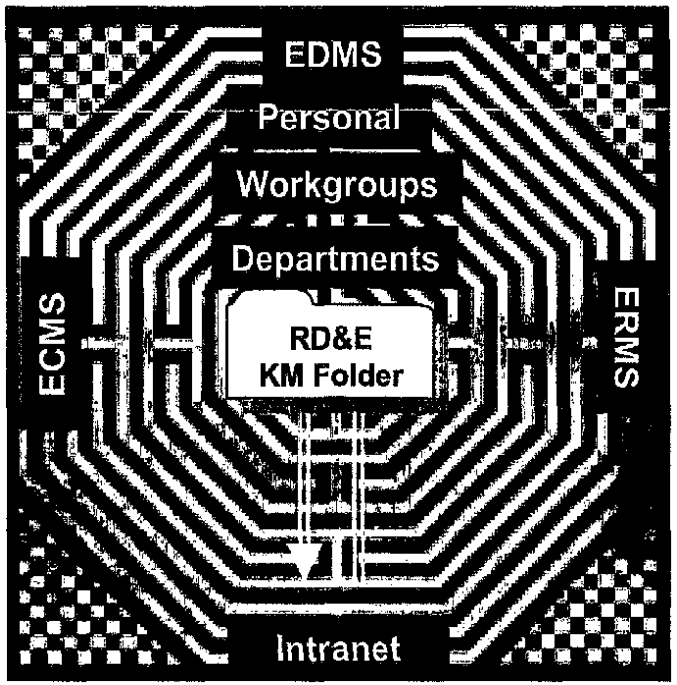
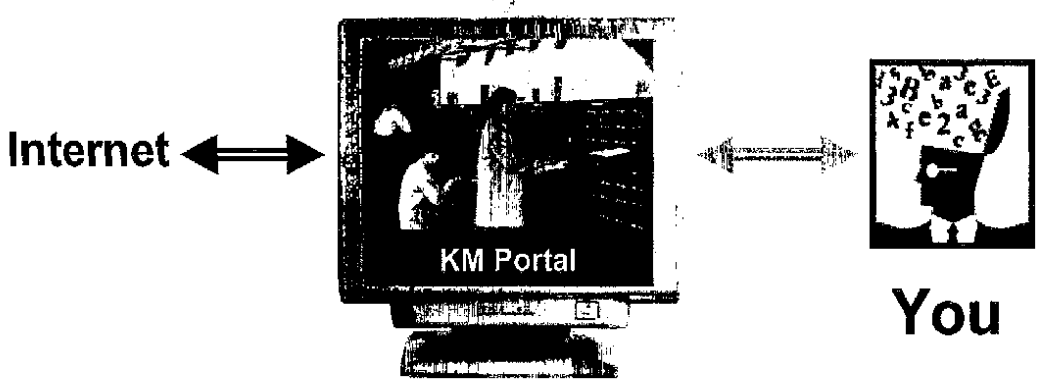
Phase I (2004) : RD&E KM Coordination





- Special KM folder located in EDMS containing documents supporting RD&E role
- KM Portal integrated into the RD&E Intranet Website
- Enhanced searches
  - Topics of interest
  - Stepwise coordination/limited integration

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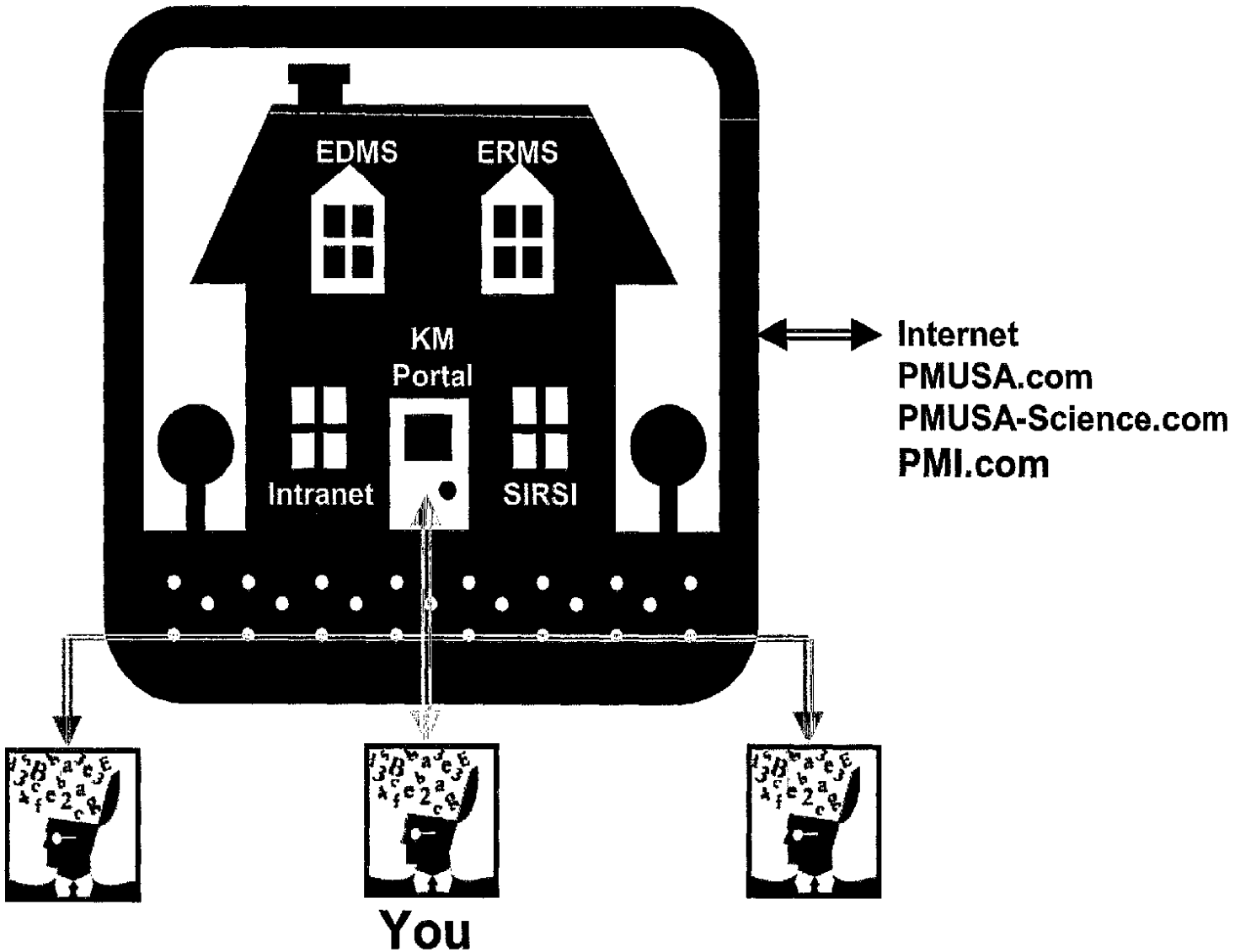
RD&E Knowledge Portal Concept



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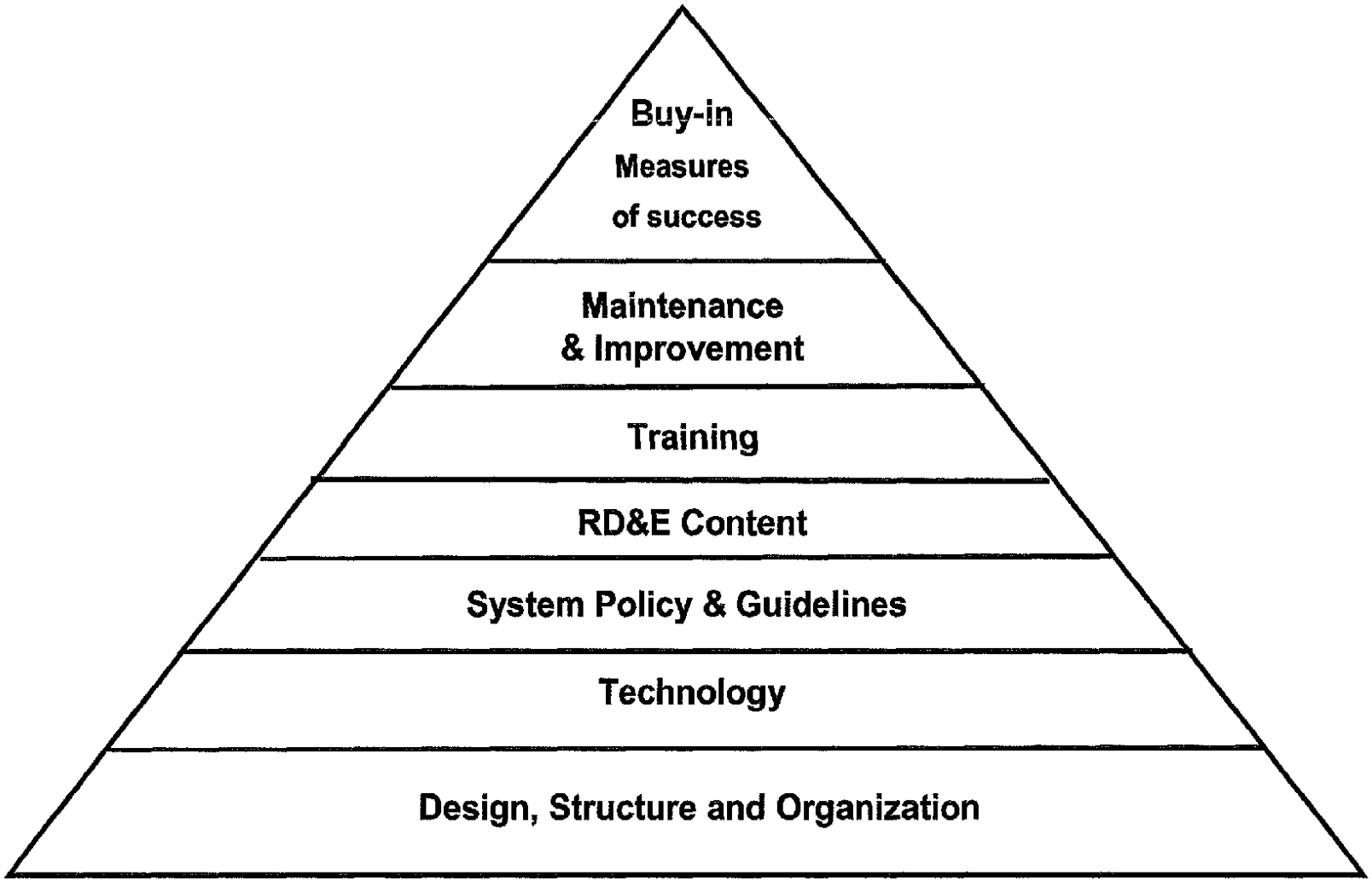
Requirements for Success



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